MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2022/2023

BPM2084 – PERFORMANCE MANAGEMENT

(All sections/Groups)

07 JULY 2023
9.00 A.M- 11.00 A.M
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 3 pages with 4 questions.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL QUESTIONS.

QUESTION ONE

As a newly appointed HR Assistant Manager, you want to change your organisation's performance appraisal system into a performance management system. Write a detailed justification to your company Board of Directors, explaining

(a) The **FOUR (4)** differences between performance appraisal and performance management

(16 marks)

(b) The **THREE (3)** advantages of a good performance management for the organization.

(9 marks)

(Total: 25 marks)

QUESTION TWO

Define and distinguish between accountabilities, objectives, and standards. Describe the critical steps in adopting a results approach to measuring performance.

(25 marks)

(Total: 25 marks)

QUESTION THREE

Describe **FIVE (5)** types of unintentional rating errors. For each error, identify what can be done to combat these errors.

(25 marks)

(Total: 25 marks)

Continued ...

QUESTION FOUR

(a) A large financial services firm is considering implementing a 360-degree feedback system. Please give them any **FIVE (5)** recommendations on what they should look for in a good 360-feedback system.

(15 marks)

(b) Describe the **FIVE (5)** functions involved in coaching.

(10 marks)

(Total: 25 marks)

End of Paper